IRC in Jordan

Current Programming:
- Health, women’s protection and empowerment, and child protection
- **Economic wellbeing programs include:**
  - Cash assistance
  - Cash for work
  - Apprenticeships
  - Employability and life skills training
  - Entrepreneurship training and business grants
  - Urban agriculture training

Million Jobs Initiative:
- Established in response to the Supporting Syria and the Region Conference in February 2016
- Goal to develop long-term solutions to generate employment for displaced populations quickly and at scale
- Starting with Jordan, with an eye towards replication globally
- Engaging with government and private sector stakeholders
- Testing innovative solutions outside and alongside IRC’s regular program scope
IRC Business Process Outsourcing Rapid Prototype

Objective:
- In partnership with Western Union, conduct a quick, small-scale testing of outsourced tasks to refugees and Jordanians
- Use this prototype to learn about the feasibility in matching participants’ skills with a multilateral company’s demand

Participant Recruitment:
- Conducted through IRC’s existing programs
- 17 total participants (9 women, 8 men; 12 Jordanian, 5 refugees)
- Sought participants with basic computer skills

Tasks:
- Collation of translations
- Website audit
- Website data verification
- Stock Photo Shoot
- Video “how-to” course – partnership with Udemy

*Photo taken during Stock Photo Shoot task*
IRC Business Process Outsourcing Rapid Prototype

Key Learnings:
• Participants requested more training and continued support
• Technological difficulties were common
• Good skills set and motivation for BPO tasks
• Participants need access to computers, internet, or other required equipment (cameras)
• Language skills were sometimes a barrier for task completion
• Participants enjoyed doing the work and were interested in pursuing further opportunities

Considerations for Further Piloting:
• Securing demand from partner companies is critical
• Comprehensive training, orientation to tasks, and support during task implementation is necessary
• Any pilot or work on impact sourcing would require an intermediary organization to manage matching participants and companies
• Future piloting should include realistic, and perhaps more generous, time limitations for task completion
• Understanding the legal policy framework for refugees to participate in freelance work is crucial to the feasibility of this sector

Safa’a (left) created a course on how to fix a sink for Udemy